Sandoz One Source HCP Portal User Guide

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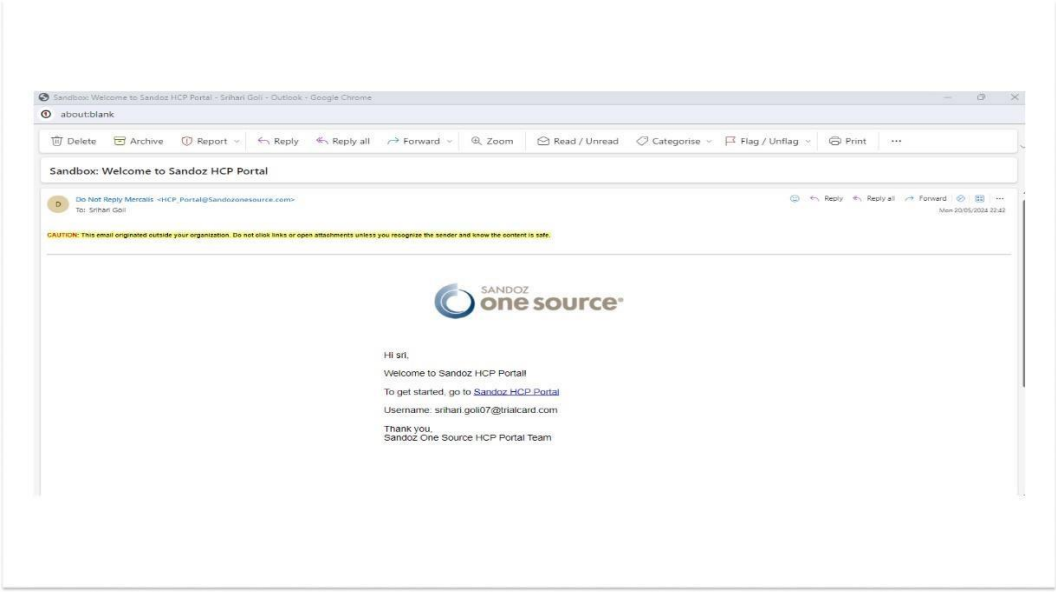
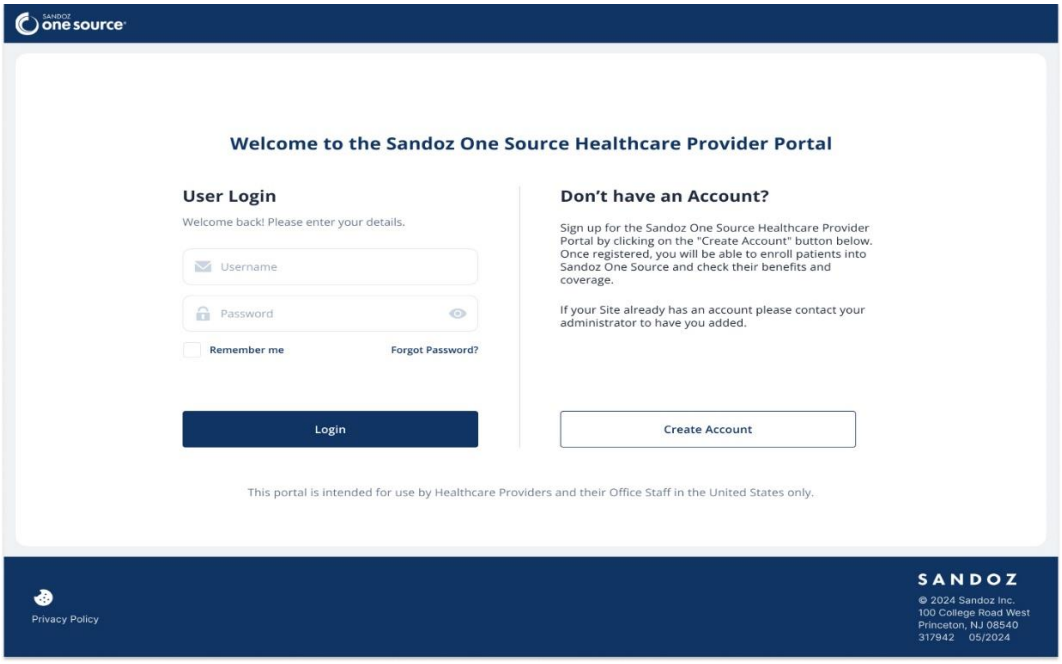
1. User Login – Existing Users

- Once your account has been activated, you will receive an email with a link to create your User Password.

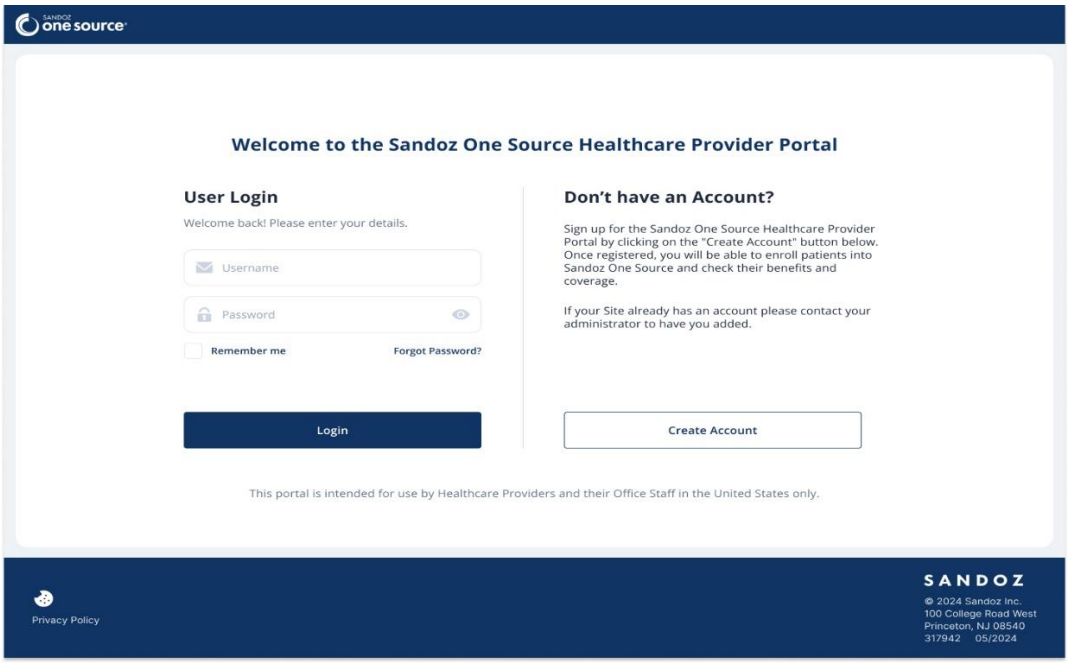


- You can then login from the User Login page with your email address and new Password.

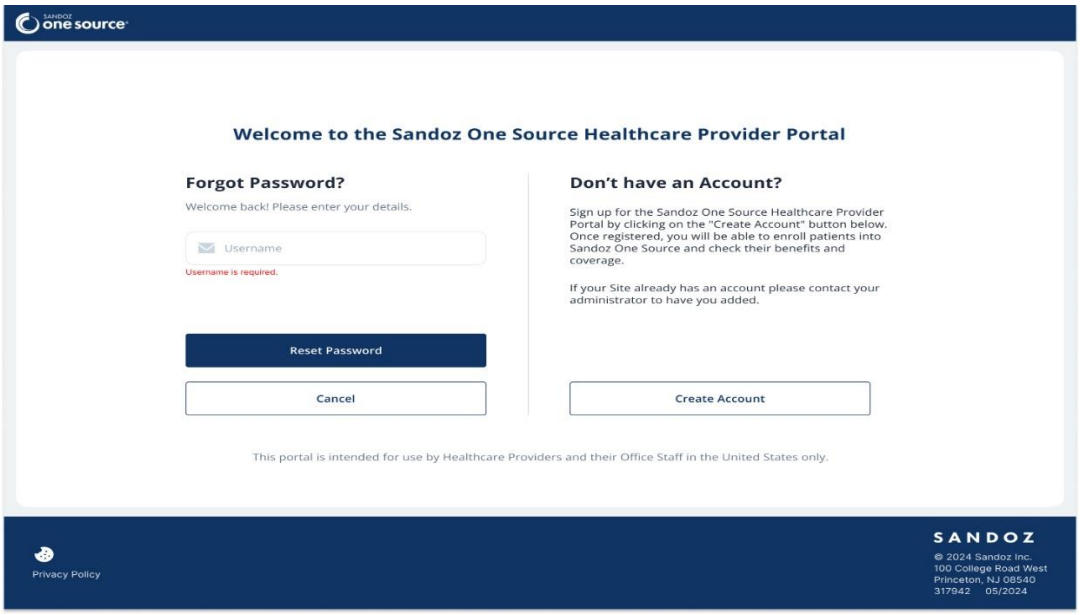


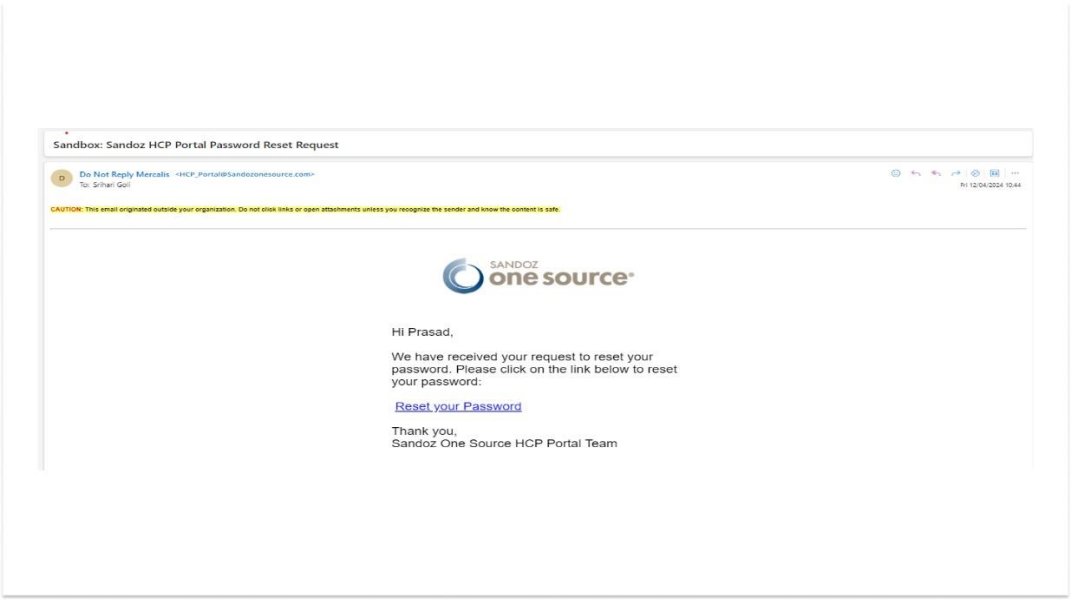
2. Forgot Password

- If you forget your password, you can click on “Forgot Password” on the User Login page.

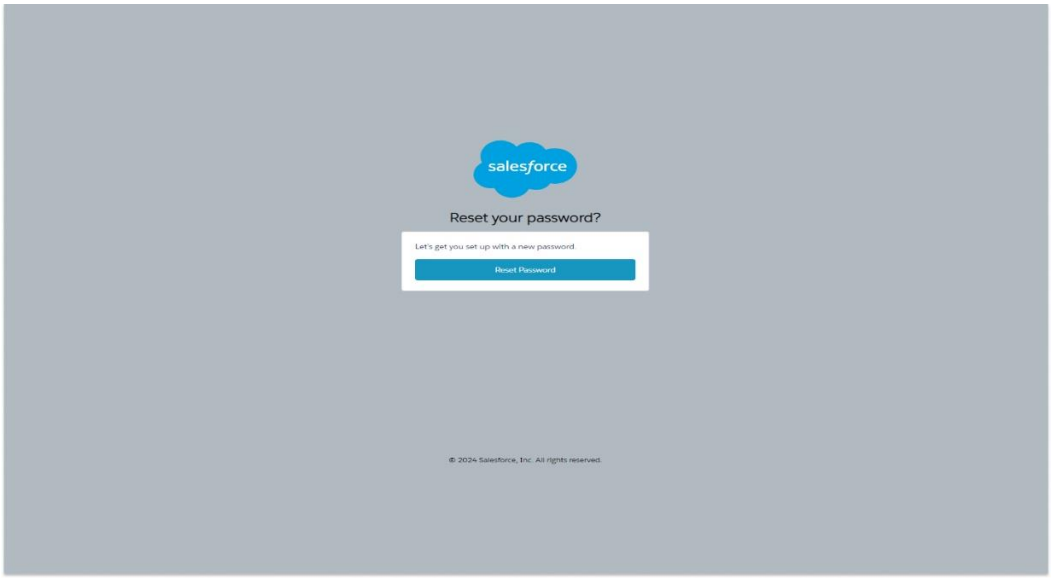


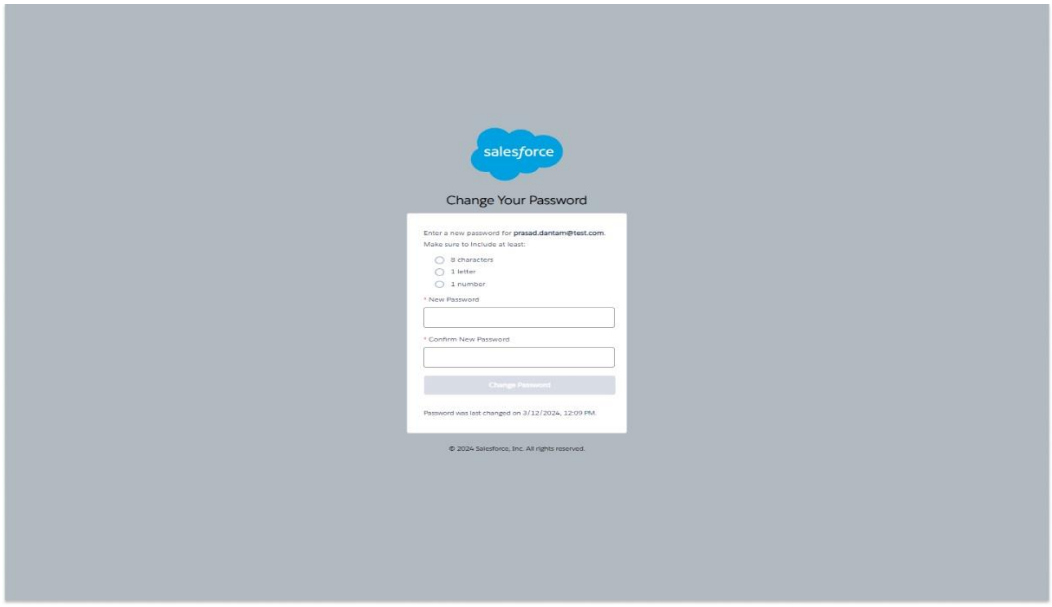
- You will be prompted to enter your Username and click on “Reset Password” button. You will receive an email as follows.





- After this step, you will be navigated to following 2 subsequent screens where you can set up your new password.

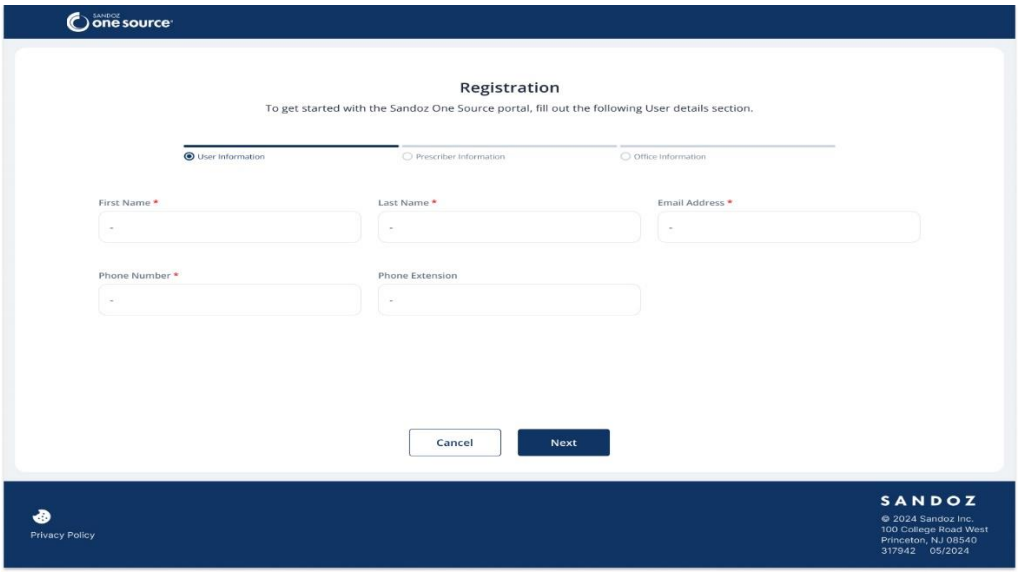


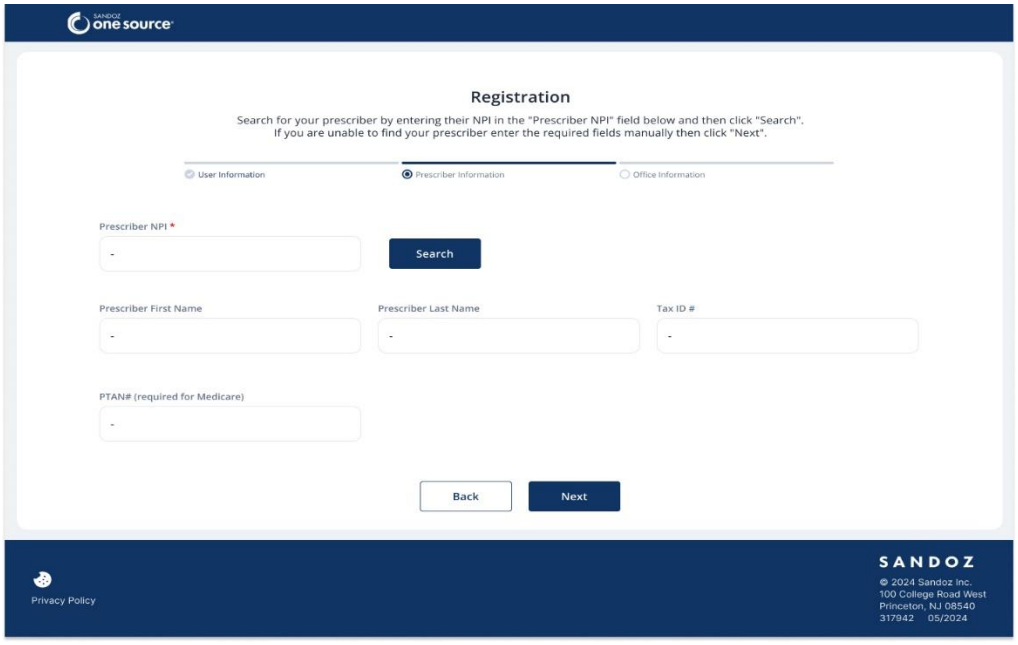


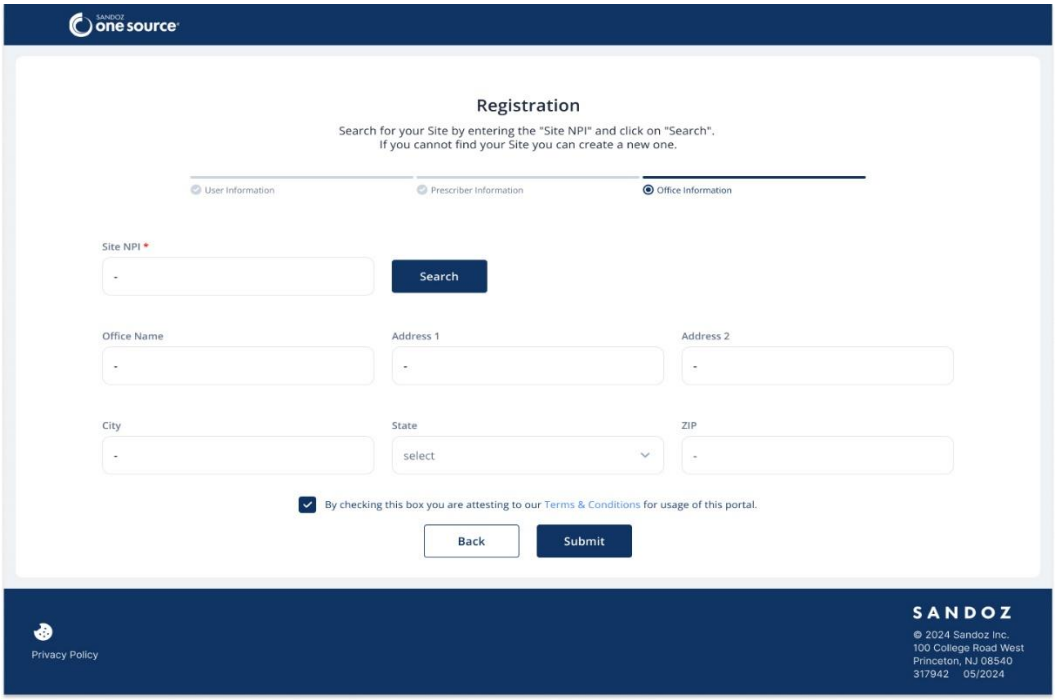
3. Registration – New Users

- To register for the HCP Portal, the following steps need to be performed by the dedicated administrator for your office. If your site already has an account, contact your administrator to have you added.
- The administrator will need to enter their applicable User Information.
- They will then be prompted to enter Prescriber Information which will associate the prescriber with the user once the registration is completed.

Lastly, Office Information will associate the site with the user once the registration is completed.

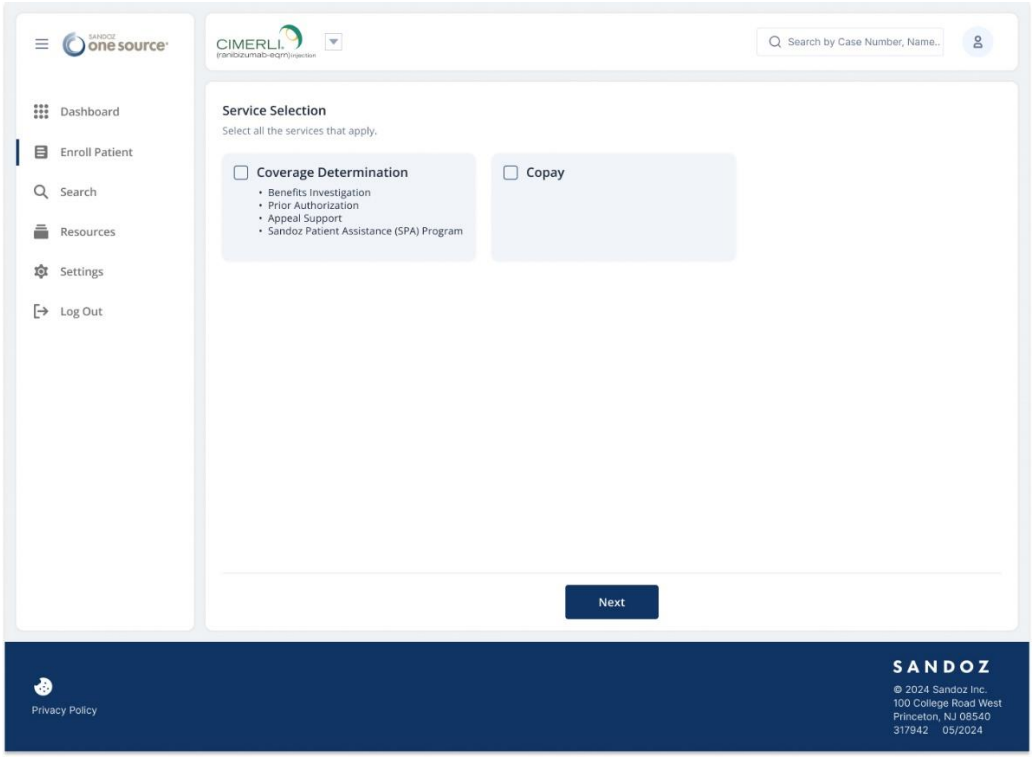




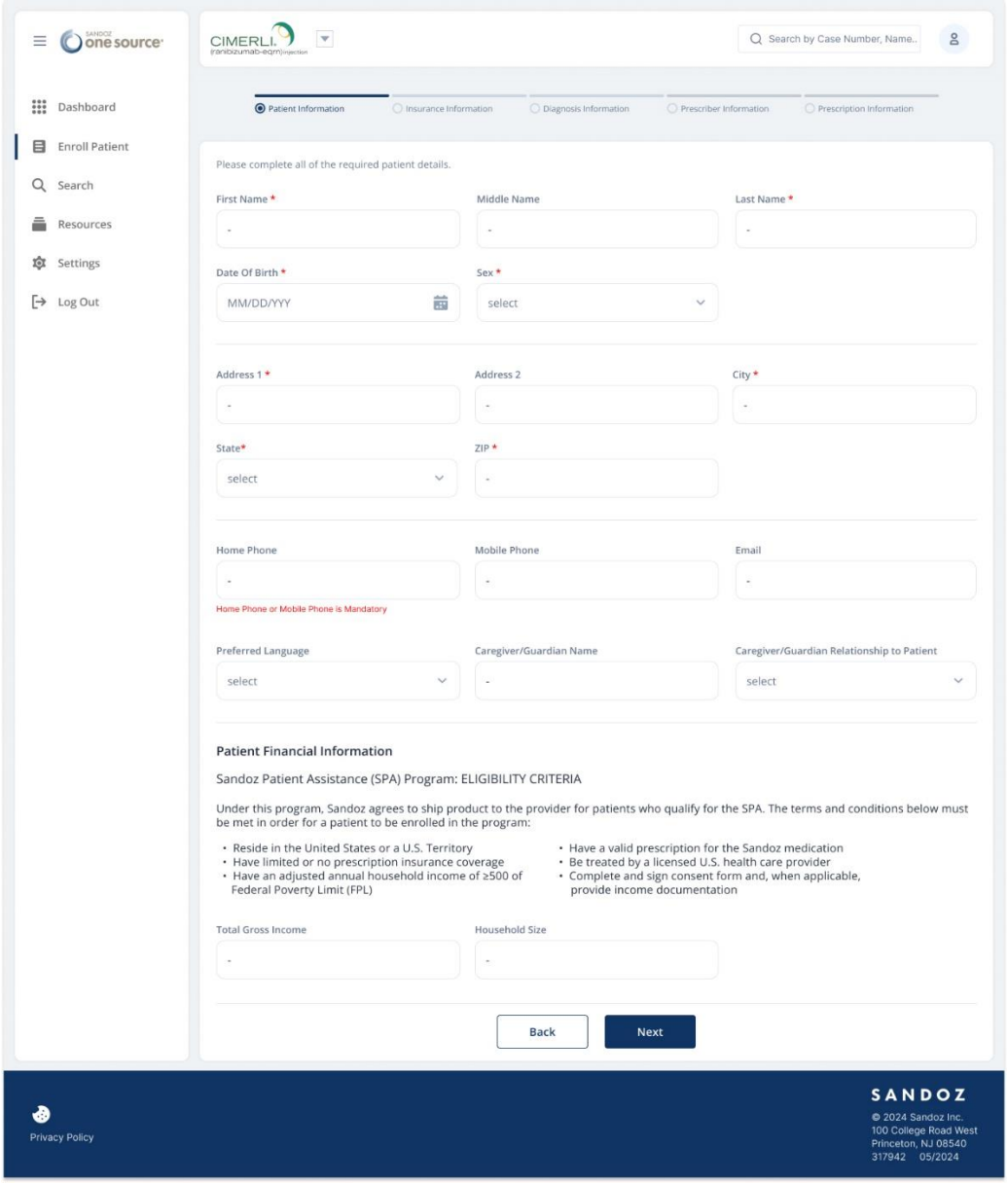


4. Patient Enrollment

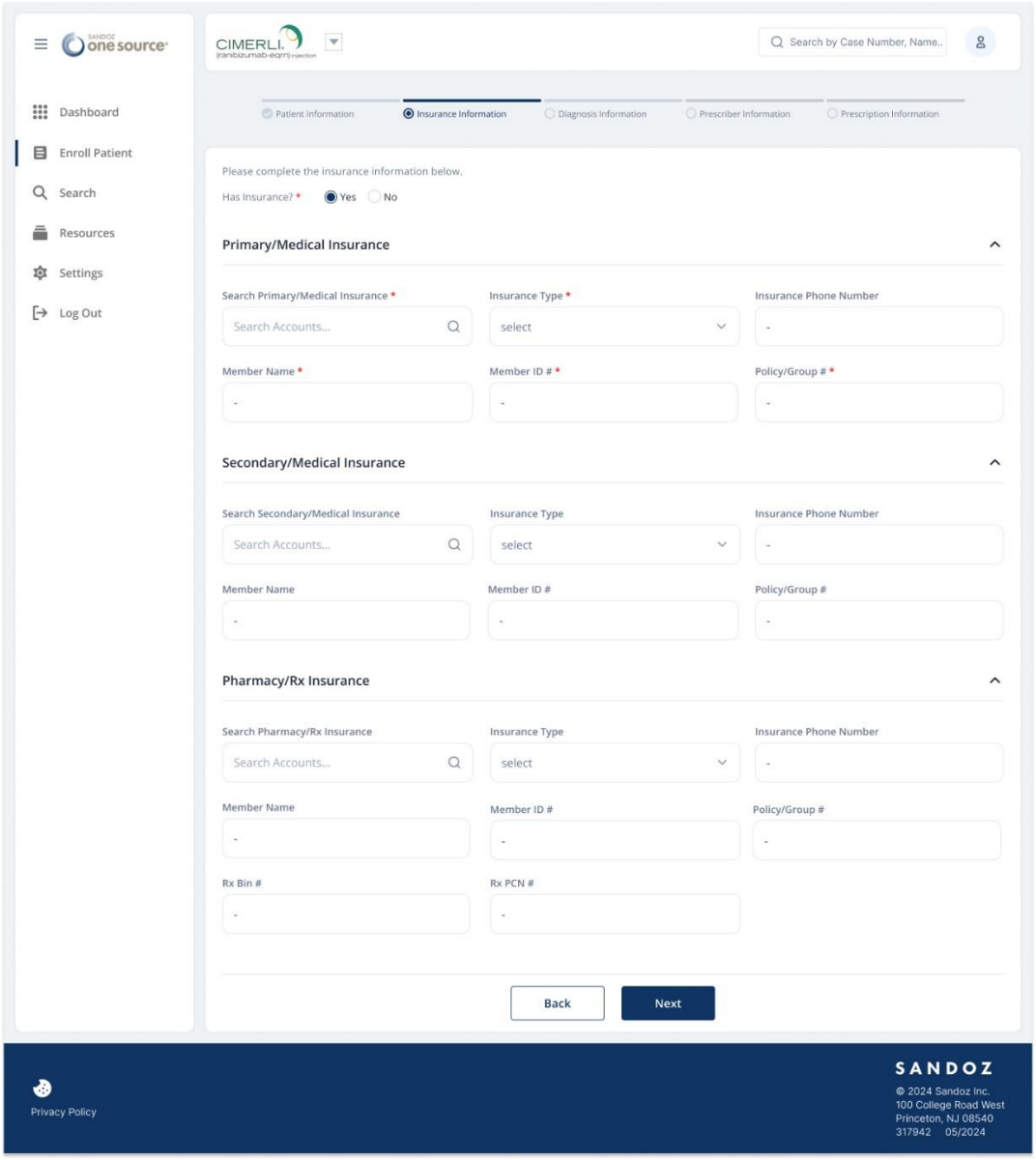
- To enroll a patient into Sandoz One Source Hub via the HCP portal, you will need to capture the required fields in the enrollment screens, including: Service Selection, Patient Information, Insurance Information, Diagnosis Information, Prescriber Information, and Attestation.
- You can select the services requested from Service Selection screen. At least one checkbox needs to be selected. If Copay is selected, then Coverage Determination checkbox will automatically be selected.



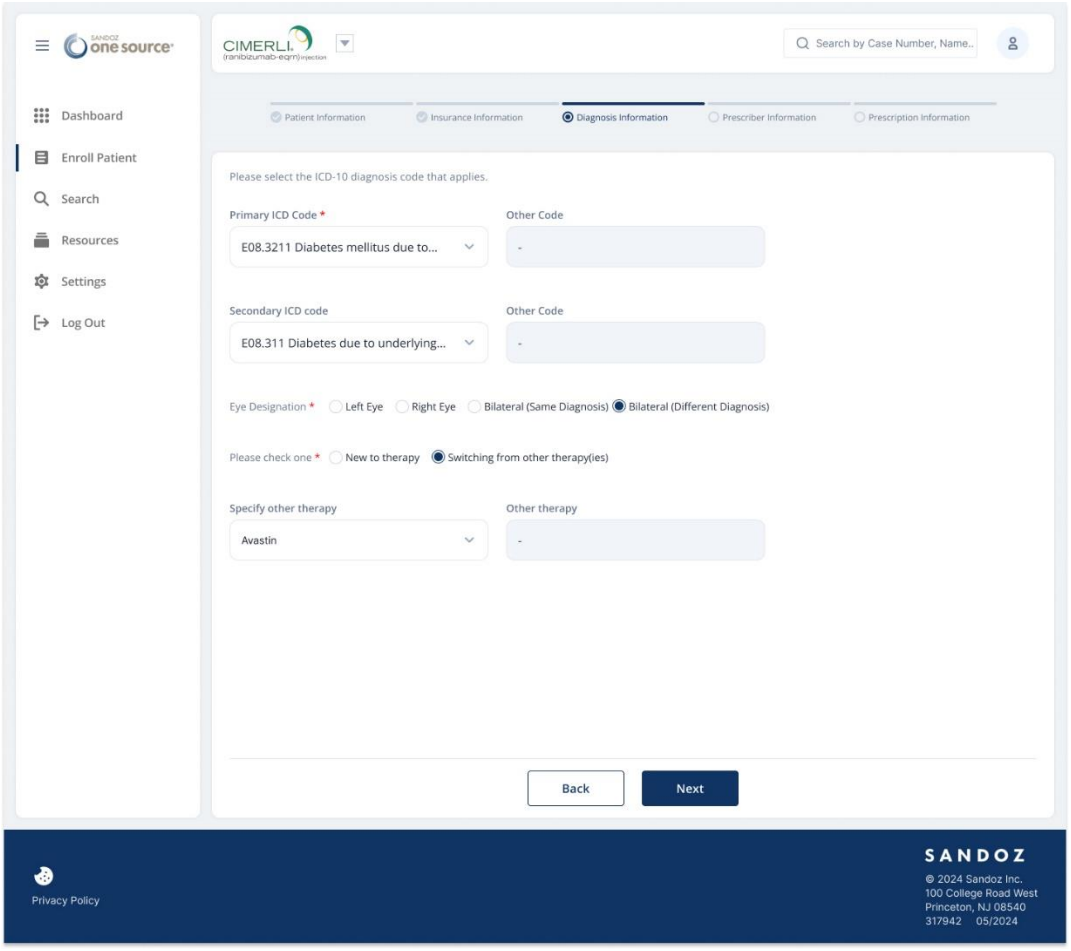
- In the Next Step, you will need to capture the patient demographics on the Patient Information screen.



- You will then enter the patient's insurance details on the Insurance Information screen. If the patient is uninsured, you can select "No" on the "Has Insurance?" field, and the Insurance Information section will be fully disabled and not required to proceed.
- If you select "Yes", on the "Has Insurance?" field, then Insurance Information section will be enabled, and you can enter the patient's insurance details.
- Type the Payer Name in the "Search Insurance" field(s) (e.g. "Search Primary/Medical Insurance"), select the Payer, and add other details specific to the insurance in the other required fields.



- In the next step, enter the diagnosis details on the “Diagnosis Information” screen. Here, Primary ICD Code and Secondary ICD Code fields will have the ICD-10 code values associated with the program.


SANDOZ one source
CIMERLI (ranibizumab-eqrn) injection
Search by Case Number, Name..
Dashboard
Enroll Patient
Search
Resources
Settings
Log Out
Patient Information
Insurance Information
Diagnosis Information
Prescriber Information
Prescription Information
Please select the ICD-10 diagnosis code that applies.
Primary ICD Code *
E08.3211 Diabetes mellitus due to...
Other Code
-
Secondary ICD code
E08.311 Diabetes due to underlying...
Other Code
-
Eye Designation * Left Eye Right Eye Bilateral (Same Diagnosis) Bilateral (Different Diagnosis)
Please check one * New to therapy Switching from other therapy(ies)
Specify other therapy
Avastin
Other therapy
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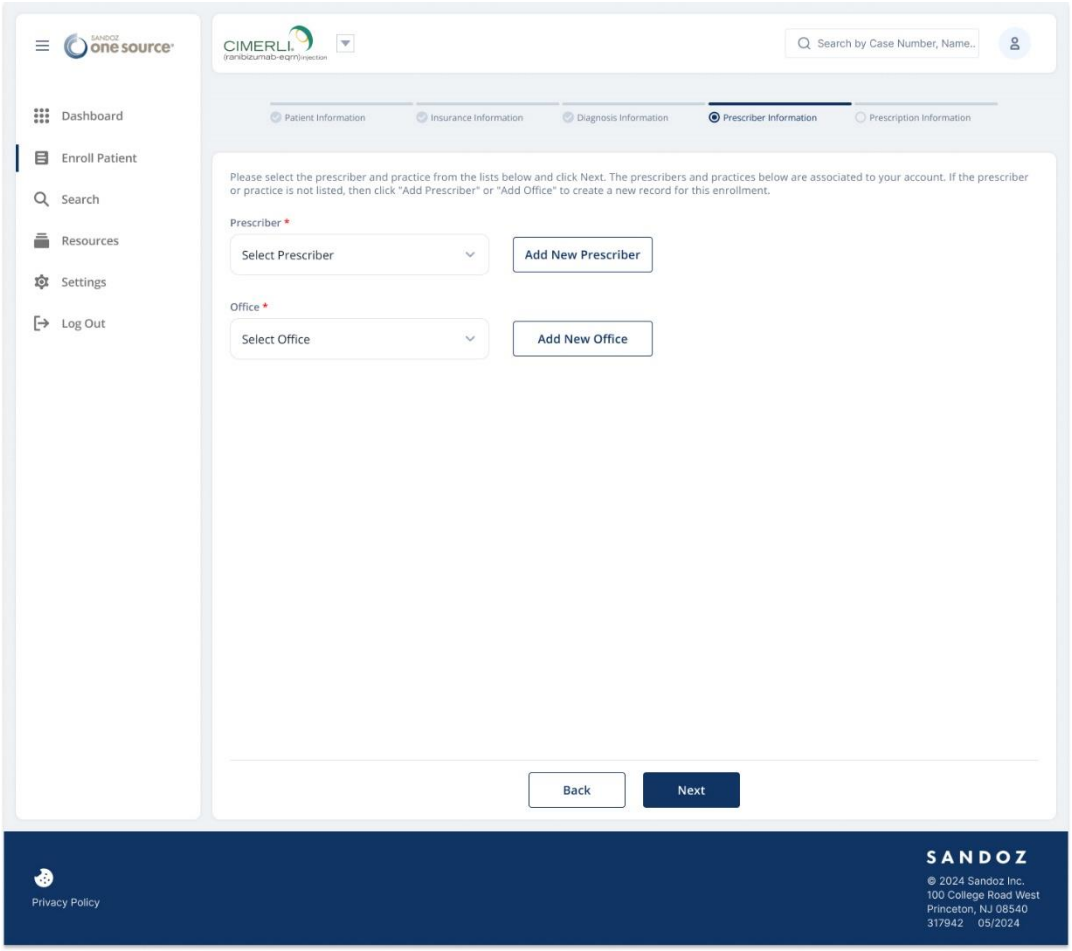
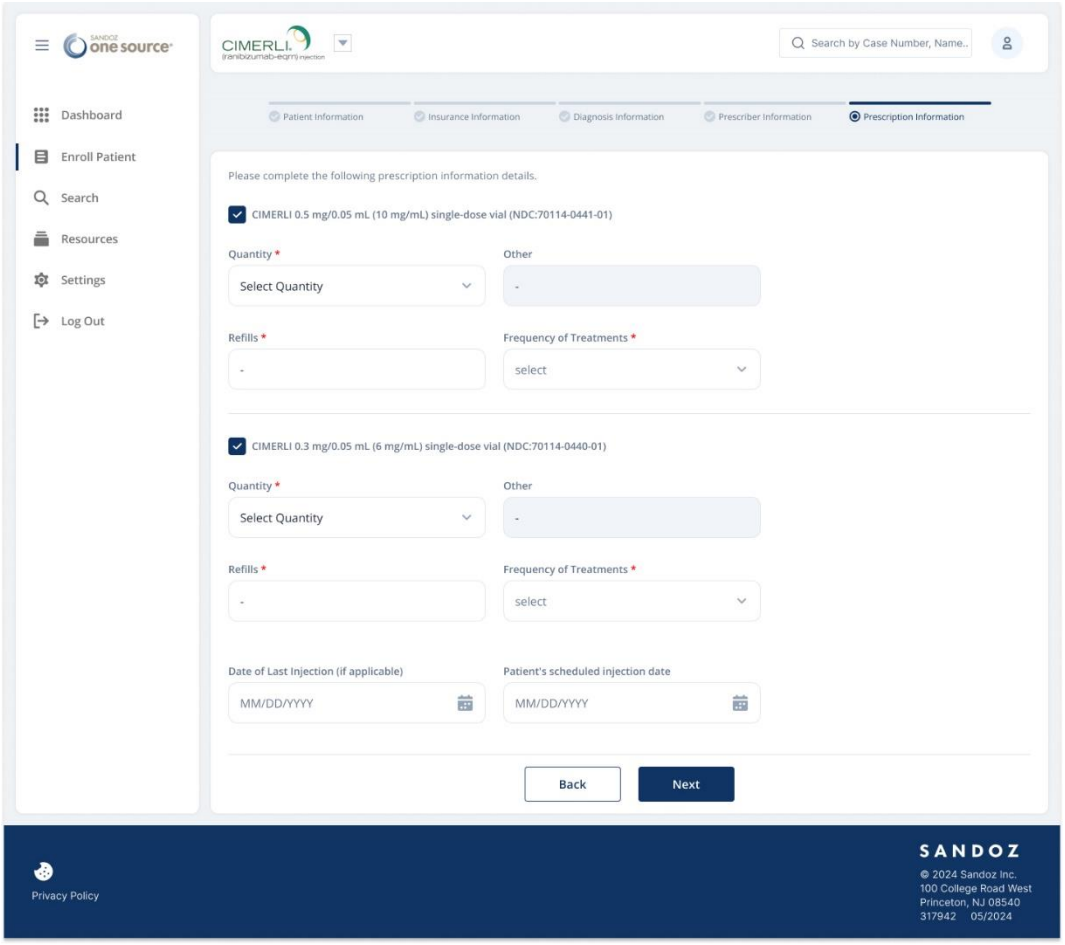
317942 05/2024

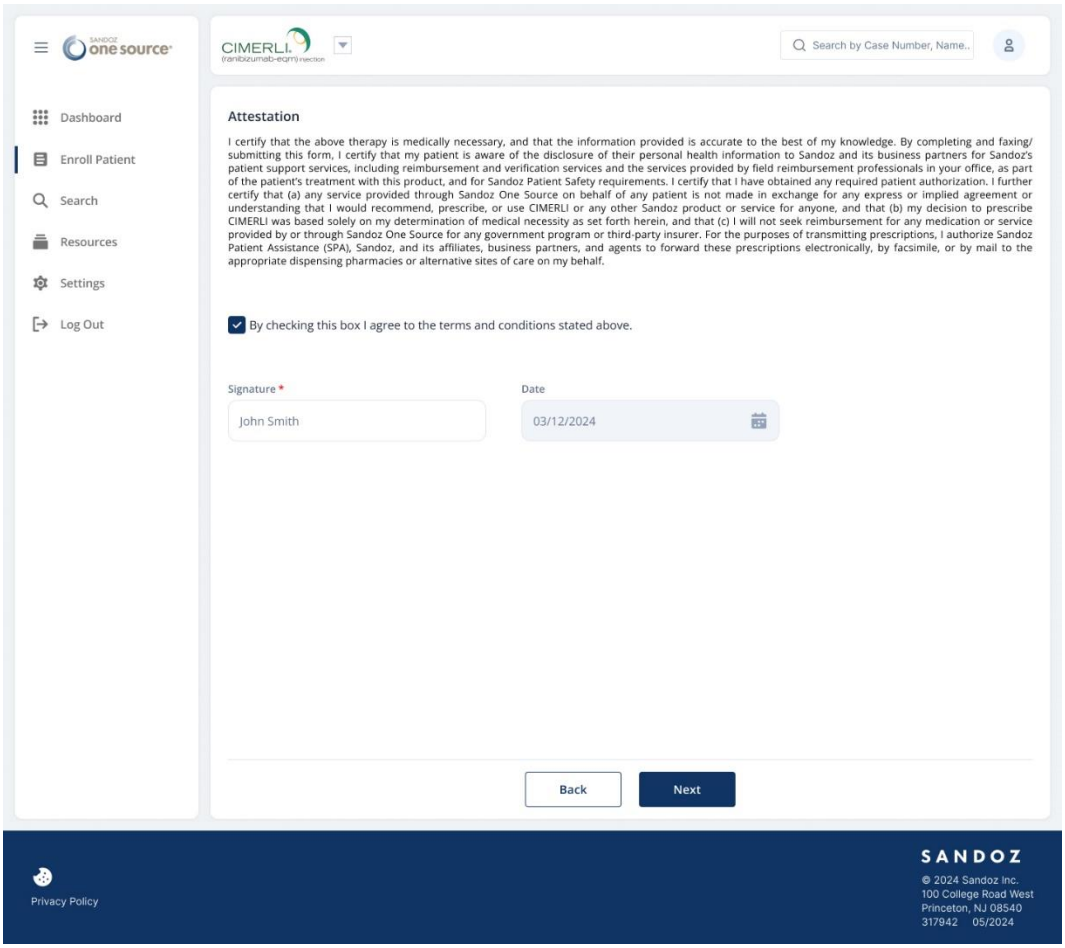
- Next, you will enter the Prescriber and Office Details. The Prescriber and Office picklists will have the Prescribers and Offices associated with the you (the logged in user).



- In the next step, capture the Prescription Information. Here, you need to select at least one of the products and fill in associated information.

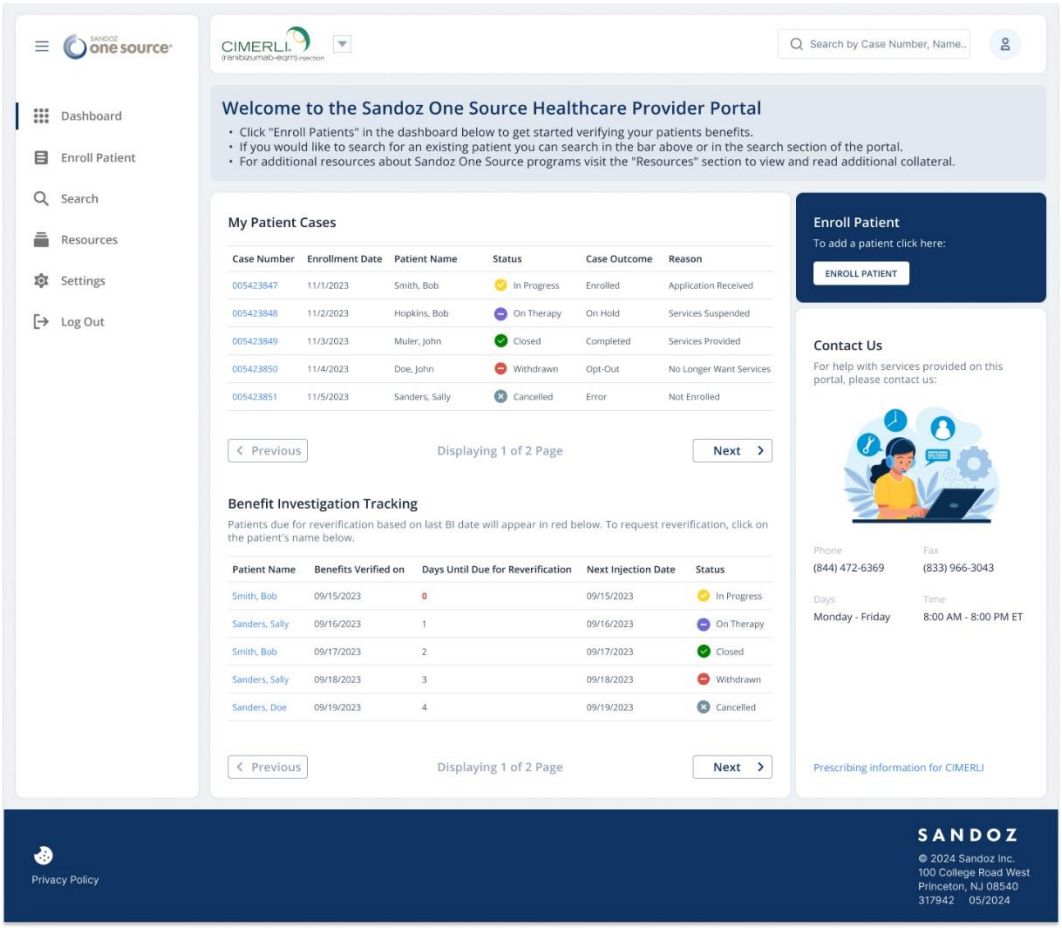


- In the next step, you need to capture the Attestation/Consent. If you do not select the checkbox on this screen, you will not be able to submit the enrollment.



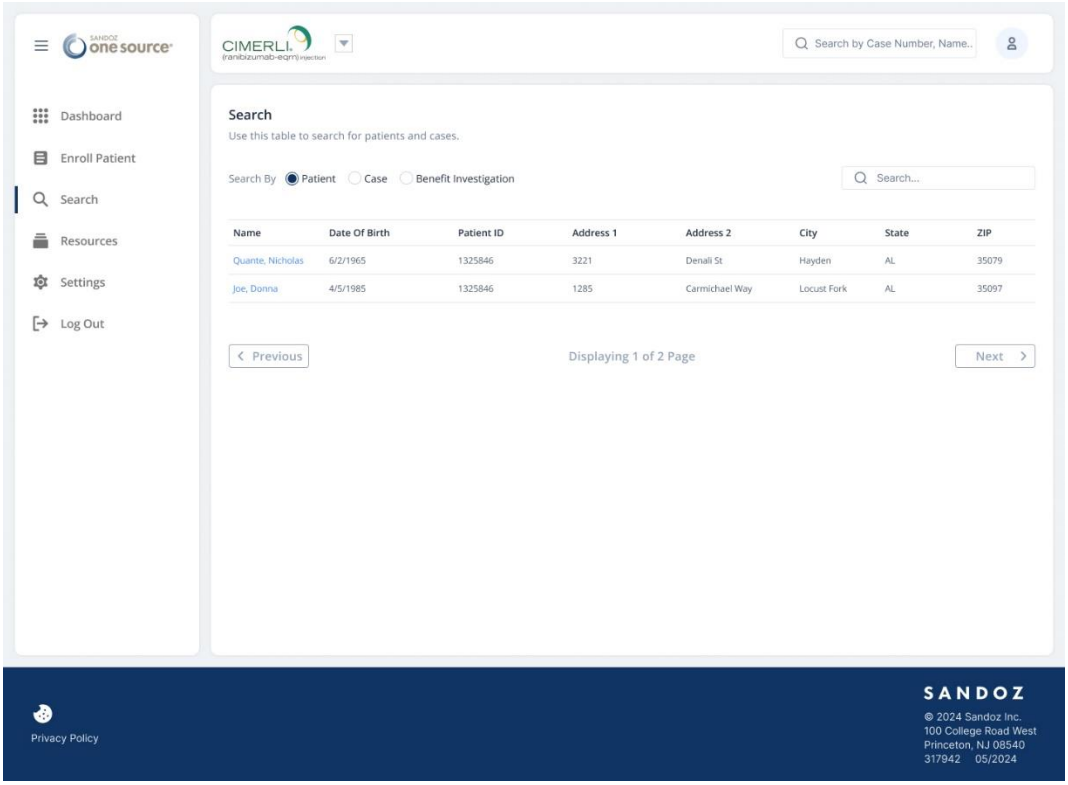
5. Dashboard

- When you login to the HCP Portal, you will navigate to the Dashboard screen as shown below. The “My Patient Cases” table shows the status of your enrolled patients and the “Benefit Investigation Tracking” table shows the status of any Benefit Investigations.
- The side panel on the left-hand side serves as the Navigation Menu and shows the different sections in the HCP Portal.
- If you click on “Enroll Patient” button on the right-hand side, you will navigate to the Enrollment Wizard (Refer to Section 4. Patient Enrollment).

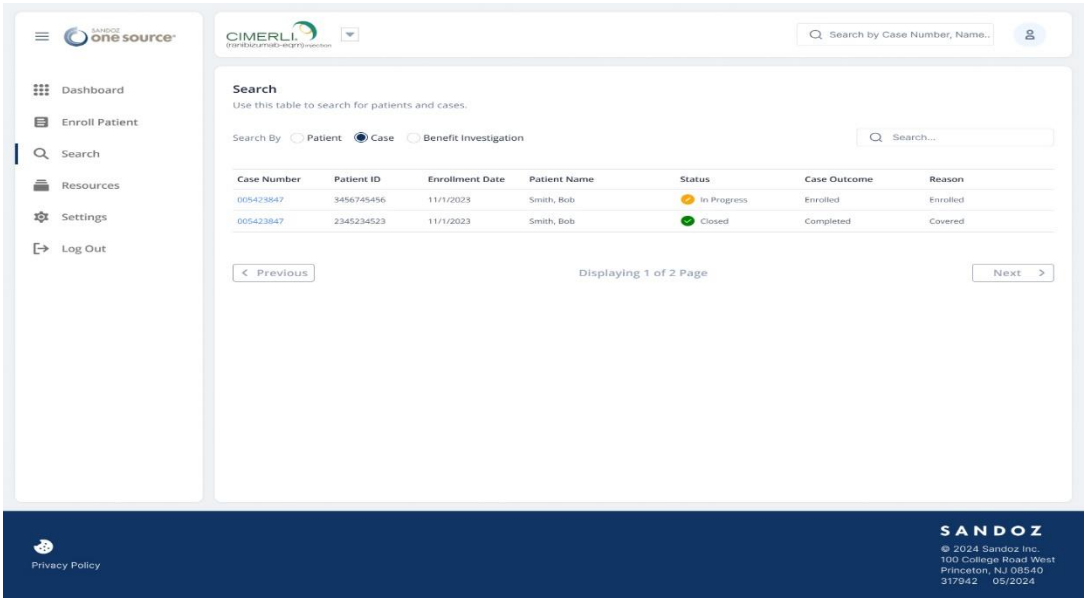


6. Search

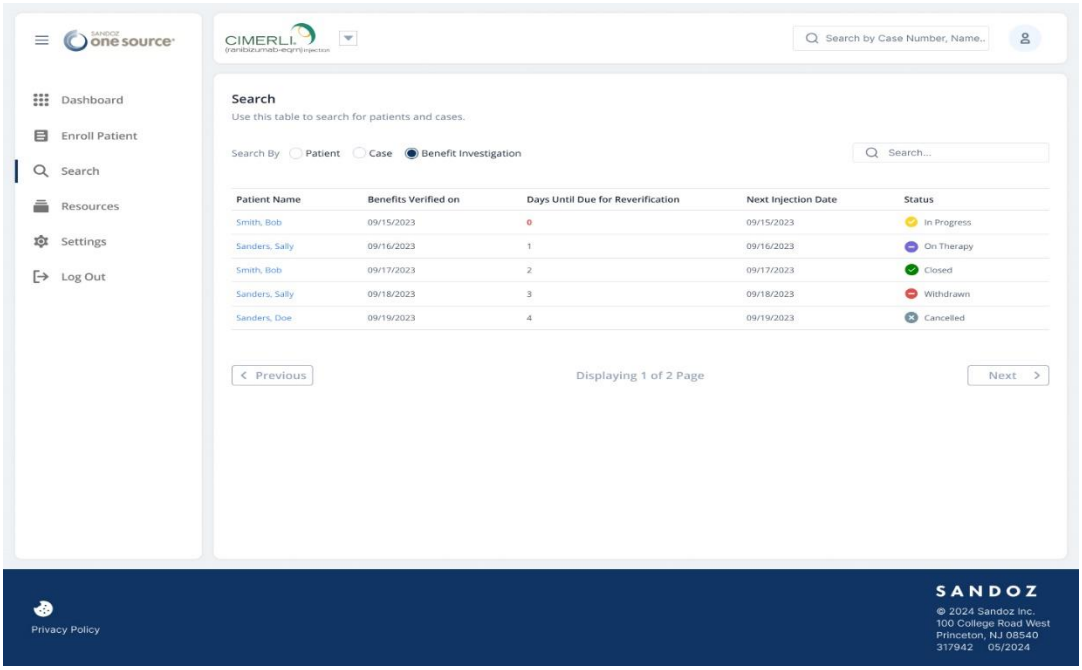
- When you click on “Search” on the left navigation panel of the Dashboard, you will navigate to the “Search” screen.
- You will see “Search By:” “Patient”, “Case”, and “Benefit Investigation” options on this screen. You can navigate to the different views when you select the respective radio buttons.
- The “Search By: Patient” screen will display the below information:



- The “Search by: Case” screen will display the below information:

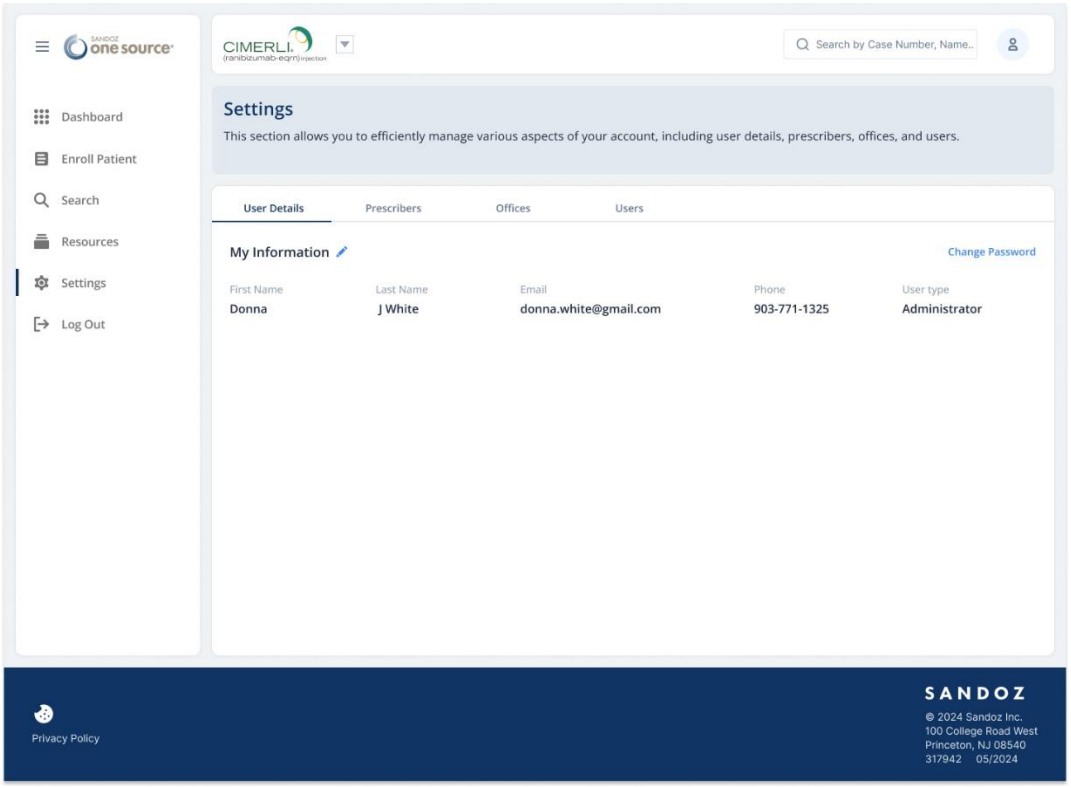


- The “Search by: Benefit Investigation” screen will display the below information:

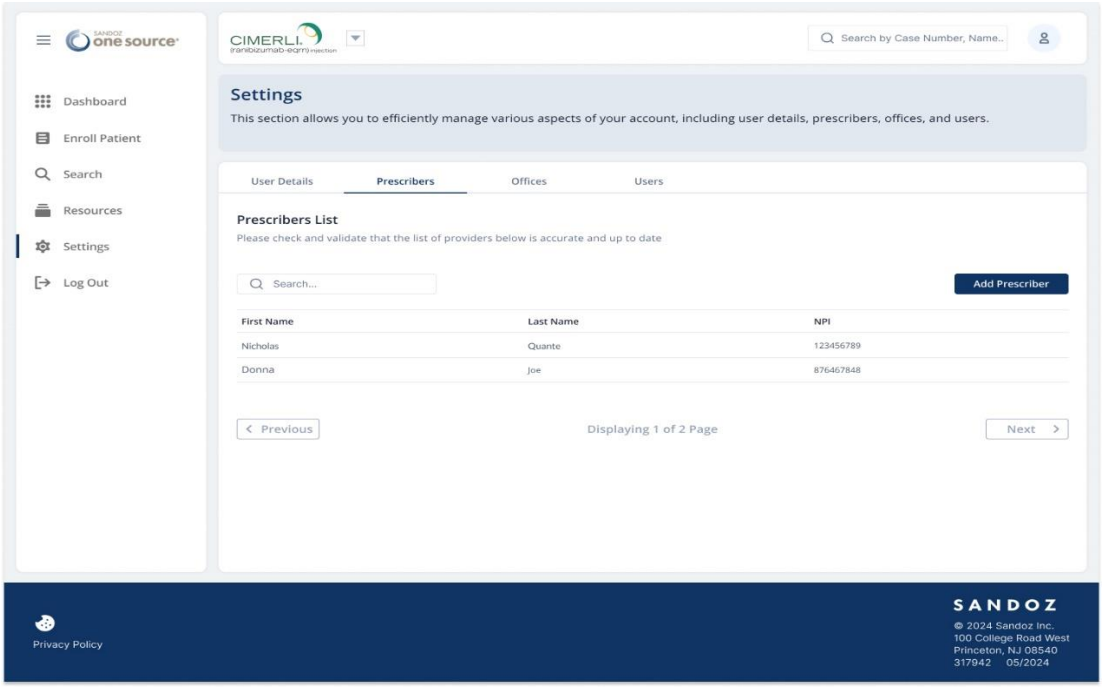


7. Settings

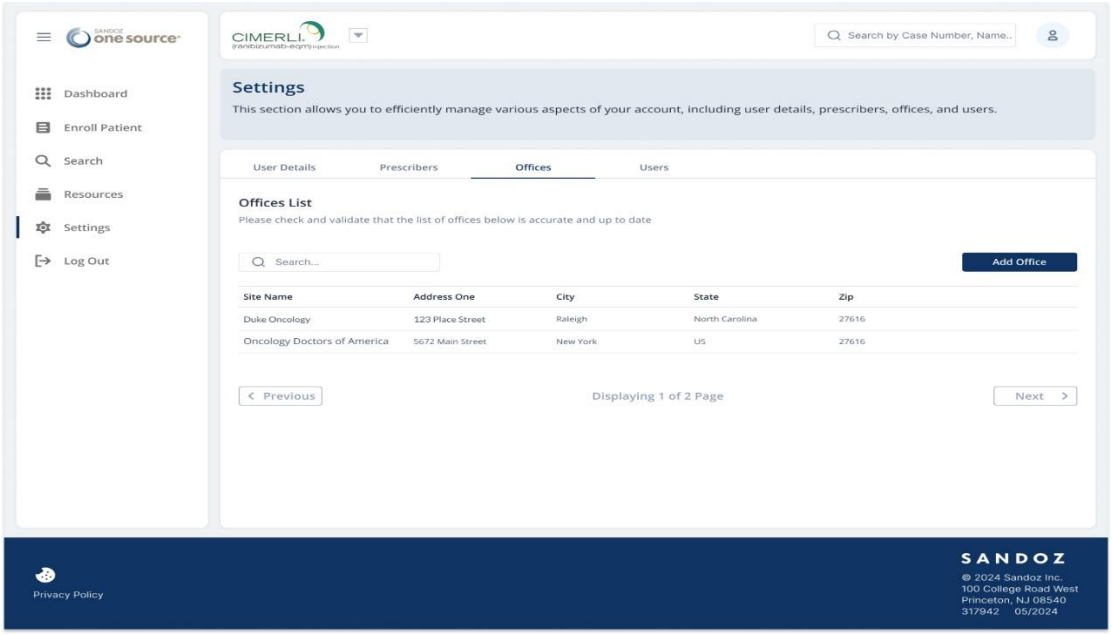
- You will navigate to the Settings screen if you click on the “Settings” option on the left navigation panel OR if you select the user icon on the right upper corner.
- The Settings screen has 4 sub screens: User Details, Prescribers, Offices and Users.
- The “User Details” screen shows the details of the logged in user. You can click on the pencil icon to edit your user details.



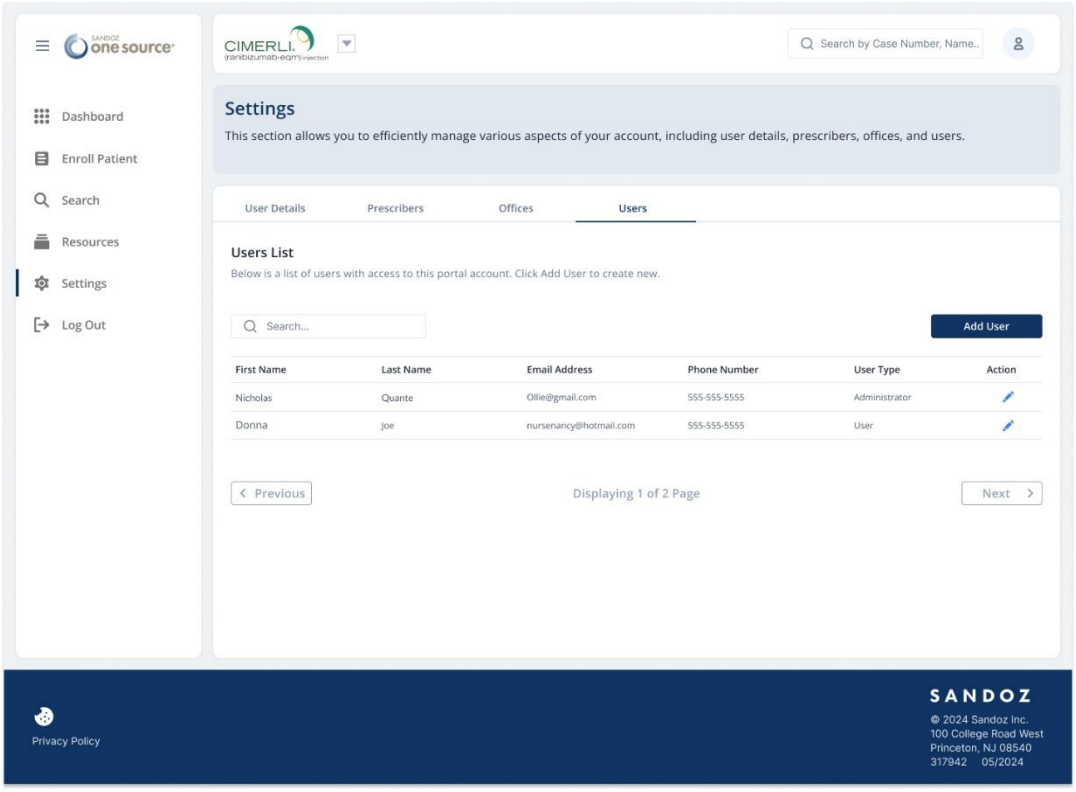
- If you click on the “Prescribers” tab, you will navigate to the “Prescribers” screen. This shows the prescribers associated with the logged in user.
- If you click on the “Add Prescriber” button, then you can add a new prescriber. The added prescriber will get associated with you and be visible in the table.



- If you click on the “Offices” tab, you will navigate to the “Offices” screen. This shows the offices associated with the logged in user. Click on the “Add Office” button to add a new office. The new office will get associated with you and be visible in the table.

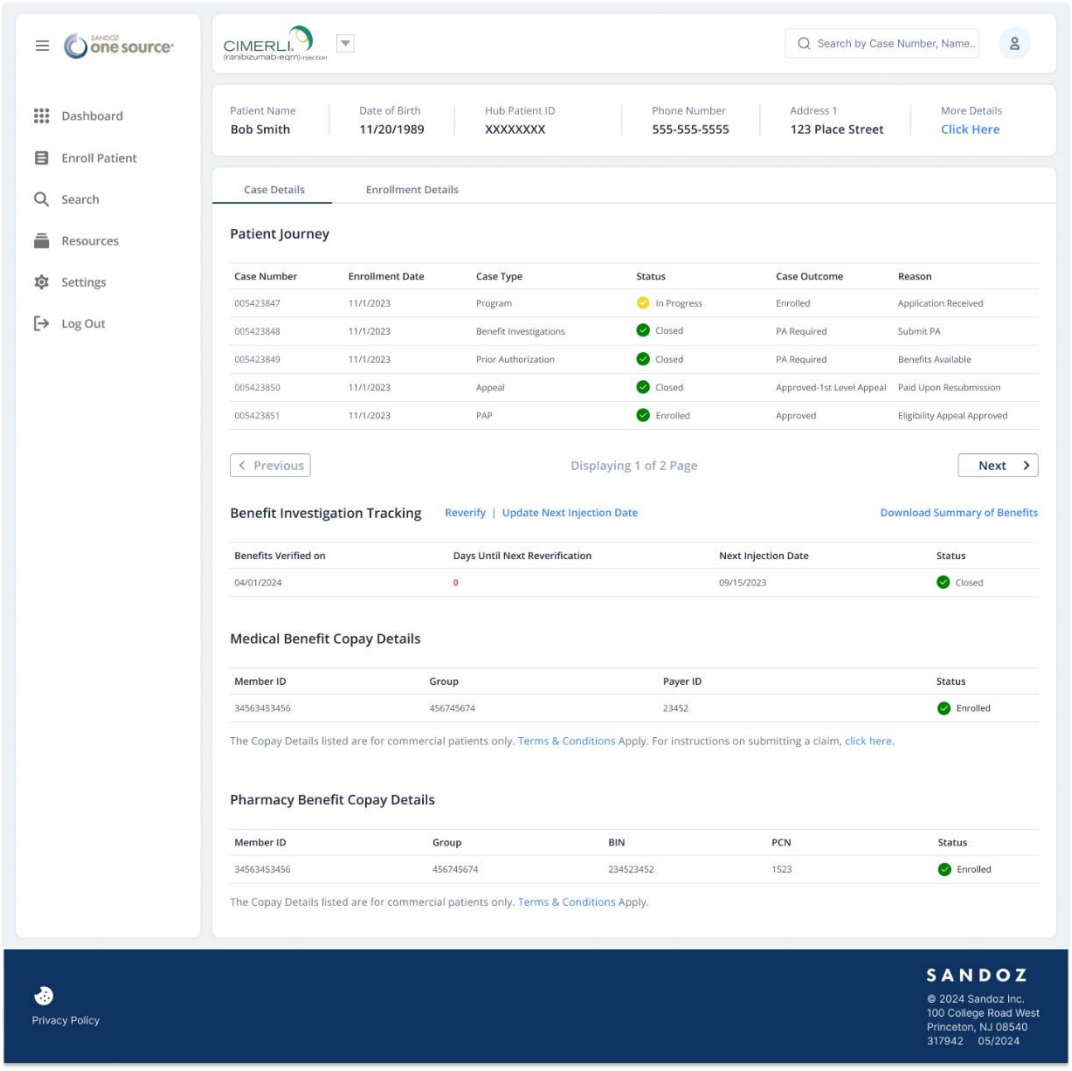


- If you click on the “Users” tab, you will navigate to the “User” screen. This screen shows any users associated with the prescribers or offices associated with the logged in user.
- If you are assigned as an Administrator, you can add a new user by clicking on “Add User” button. You can also edit other users by clicking on the pencil icon.

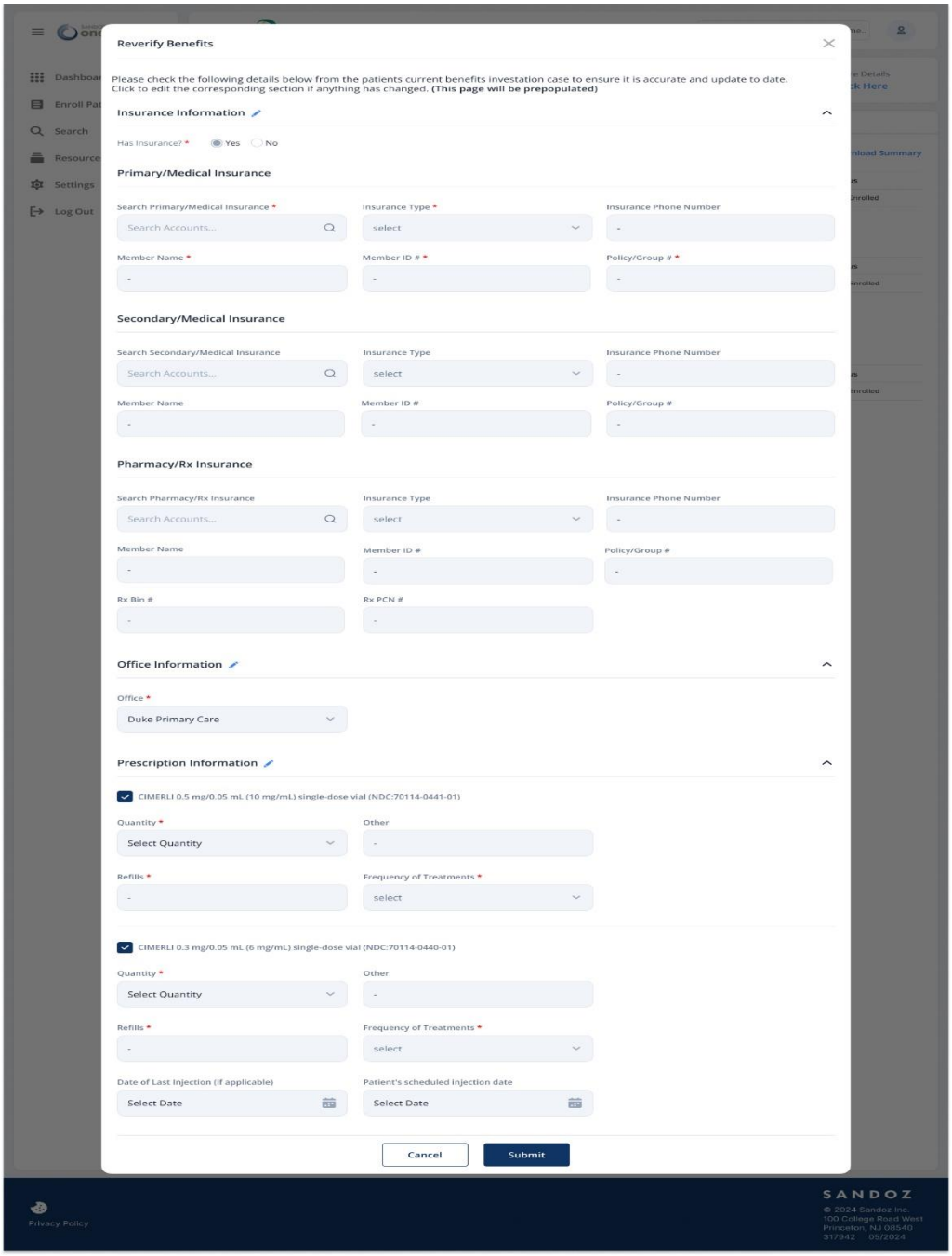


8. Patient Profile

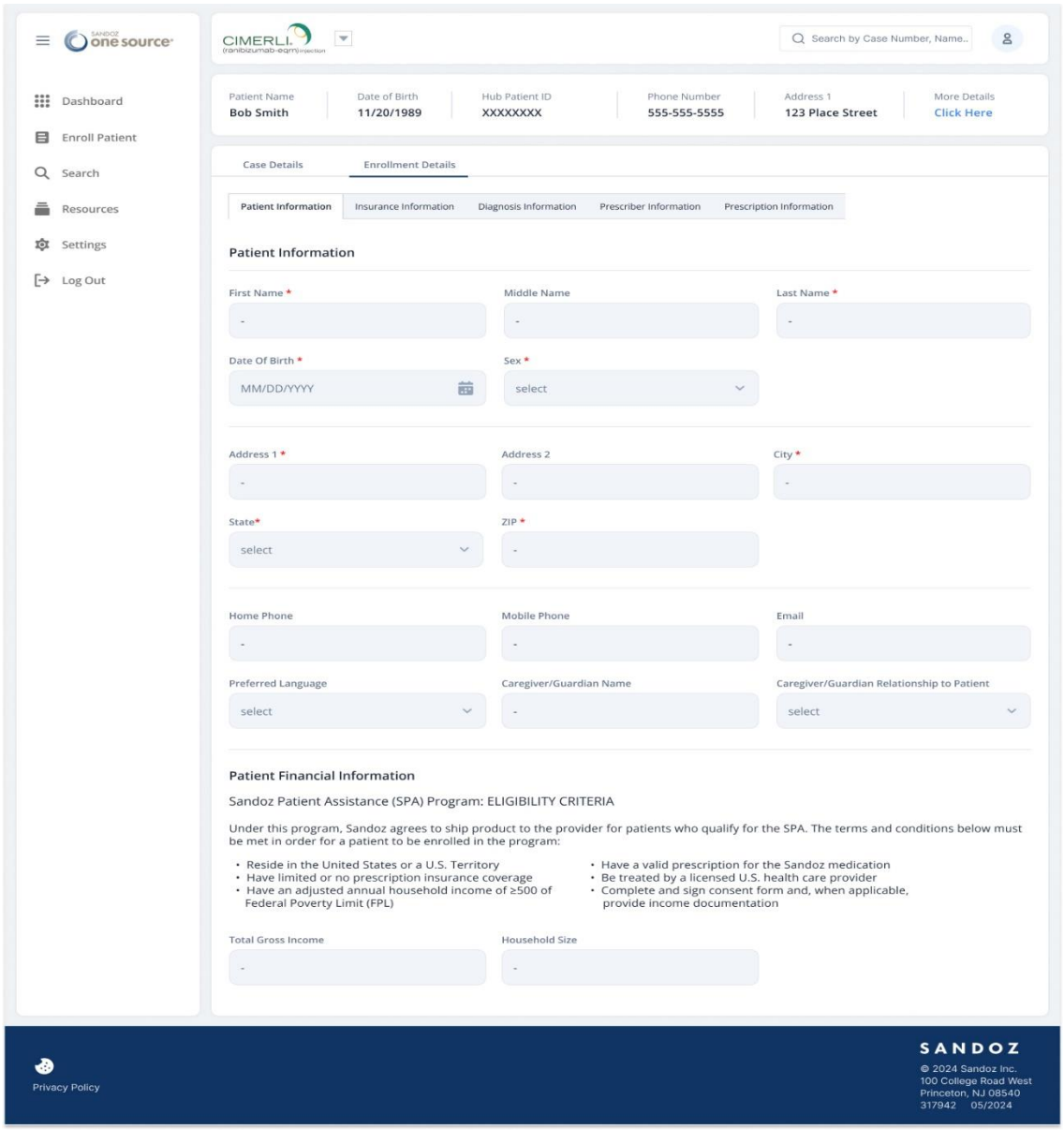
- If you click on a Case Number hyperlink or a Patient Name hyperlink within the HCP Portal, you will navigate to the “Patient Profile” screen.
- The “Patient Profile” screen has 2 sections: Case Details and Enrollment Details.
- Under Case Details, there is a “Patient Journey” table that displays the Program case associated with the patient and any associated service cases.
- Under Case Details, you will also see a “Benefit Investigation Tracking” table with the BI case details for any BIs completed for that patient. From this section, you can add a next injection date or submit a request to the Hub for reverification.
- The “Medical Benefit Copay Details” and “Pharmacy Benefit Copay Details” tables will display the patient’s Copay processing information if they are eligible for the copay card.



- To request reverification, you can click on the “Reverify” link next to “Benefit Investigation Tracking”. This will navigate you to the “Reverify Benefits” screen. Here, all fields will be auto populated based on the initial enrollment. If you need to edit the fields, click on the edit buttons (pencil icon) in front of the respective sections, and the fields in that section will become editable. Then select “Submit” to send the request for reverification to the Hub.



- If you click on the “Enrollment Details” tab from the Patient Profile screen, you will see various screens shown in different tabs. These screens will display the information entered during enrollment. All the fields in the “Enrollment Details” tab are auto populated and non-editable. Call Sandoz One Source if you need to make an update to one of these fields.



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